

CORE- Mailroom Courier Additional Duties

Purpose:

The Courier performs duties in addition to performing the Internal Courier Route, the External Courier Route, and Expeditor functions. Those duties not defined in other procedure documents are identified in this document.

Identification of Roles:

Courier – conduct Internal Route, External Route, Expeditor functions, and other mailroom duties

Data Entry/Imaging Technician (DE/IT), Quality Analyst, Operations Coordinator– conduct Internal Route, External Route, Expeditor functions, and other mailroom duties when the Courier is not available

Operations Team Lead and Operations Manager – operate as a resource for Courier functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Additional duties performed

- a. Analyze the mail for items that do not need to be scanned
- b. Pull archive retrieval requests
- c. File unscannable items
- d. Pull unscannable item requests to forward to Iowa Medicaid Enterprise (IME) Units
- e. Clean each work station
- f. Empty bins at the Agissar machines
- g. Stock the work stations with needed forms
- h. Clean and straighten up the dock area
- i. Send an email to anybody that has items that need to be removed from the dock
- j. Purge archived documents

Forms/Reports:

None

RFP References:

5.2.2.3.4.1.2

Interfaces:

Data Warehouse, Medical Services, Member Services, Pharmacy Medical Services, Policy, POS, Program Integrity, Provider Cost Audit, Provider Services, Revenue Collections, HIPPP, HCBS, ICRU

Attachments:

None